



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending September 30, 2007

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.30	5.90	5.20	5.47
B. Operator Answer Time - Information [730.510(a)(1)]	3.90	4.03	4.51	4.15
C. Repair Office Answer Time [730.510(b)(1)]	16.00	16.00	17.00	16.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	12.00	13.00	12.00	12.33
E. Percent of Service Installations [730.540(a)]	99.38%	98.52%	97.55%	98.48%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	99.55%	98.94%	99.50%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.82	2.59	1.21	1.87
H. Percent Repeat Trouble Reports [730.545(c)]	9.34%	7.38%	11.19%	9.30%
I. Percent of Installation Trouble Reports [730.545(f)]	1.83%	1.88%	3.22%	2.31%
J. Missed Repair Appointments [730.545(h)]	0	0	8	3
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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